



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip - Service Keyless Entry Message

Models: 2012-2015 Chevrolet Cruze
2016 Chevrolet Cruze Limited
Equipped with Passive Entry/Start (RPO BTM)

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

A Technician may be diagnosing an intermittent concern for Service Keyless Entry message displayed in the DIC. DTC B3124 may be found related to the Rear Compartment Antenna.

Recommendation/Instructions

Objects in the trunk may block the reception of the Rear Compartment Antenna.

Field reports have found metal tool boxes located near the Rear Compartment Antenna. Verify the trunk is free of large metal objects before performing any diagnostics. Secure any metal objects away from this antenna.

Refer to the Ignition Lock Key Transmitter Antenna Replacement - Rear Compartment section of SI to assist with locating the correct location for that antenna.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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